
SENATE BILL 6556

State of Washington

66th Legislature

2020 Regular Session

By Senator Cleveland

1 AN ACT Relating to expanding reporting options for mandated
2 reporters of child abuse and neglect; adding a new section to chapter
3 26.44 RCW; and creating a new section.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** The legislature declares that the end harm
6 telephone line plays a critical role in ensuring that potential cases
7 of child abuse or neglect are addressed in a timely fashion. The
8 legislature finds that in 2019, the department of children, youth,
9 and families received one hundred twenty-five thousand nine hundred
10 seventy-five requests for child welfare intervention. The legislature
11 finds that wait times for calls and timely response can be improved
12 through technological efficiencies and innovation. The legislature
13 finds that the department of social and health services aging and
14 long-term support administration successfully implemented a web-based
15 portal for adult protective services which has reduced wait times for
16 those reporting potential cases of abuse or neglect by phone. The
17 legislature therefore resolves to create an online portal for
18 mandatory reporters to submit requests for intervention and to also
19 implement a call-back option for those placed on hold when calling
20 the end harm line.

1 NEW SECTION. **Sec. 2.** A new section is added to chapter 26.44
2 RCW to read as follows:

3 (1) Subject to funding appropriated for this specific purpose,
4 the department shall establish, develop, and implement a web-based
5 reporting portal accessible to mandated reporters for reporting child
6 abuse and neglect as required by RCW 26.44.030.

7 (2) Subject to funding appropriated for this specific purpose,
8 the department shall establish, develop, and implement a call-back
9 option for callers placed on hold to provide a phone number for the
10 department to return a call to complete the report of child abuse and
11 neglect.

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